

We have updated our Home and Contents policies. In some instances cover has been altered, other changes are focused on providing more clarity in the event of a claim and the Government has also made legislative changes.

A full overview of these changes is below. For a summary of the main changes and a copy of the revised policy wording, see vero.co.nz/policywordings

Vero CIS House - BasicPlan

| Section | Current Wording | New Wording |
|-------------------------------------|---|---|
| HELP Service – emergency assistance | <p>HELP service – emergency assistance</p> <p>HELP is a 24 hour, 7 day a week emergency assistance service which Vero offers as part of <i>your</i> insurance policy – at no extra cost.</p> <p>With just one phone call <i>you</i> can sort out all the hassles that arise if <i>you</i> have an <i>accident</i> or disaster anywhere in New Zealand – even if no insurance claim is involved. Whatever the problem, ring HELP for practical advice, and they will locate the trades people or services <i>you</i> need. The toll free number is 0800 800 786.</p> <p>Ringling HELP costs <i>you</i> nothing. The assistance is free, but <i>you</i> will have to pay if <i>you</i> ask for a tradesperson to call or for other services. Where the services are covered by <i>your</i> policy, <i>you</i> can claim back any bills paid, subject to the policy excess.</p> <p>How HELP can help you:</p> <p>Convenience</p> <p>Instead of looking through the yellow pages for a plumber at 11 o'clock at night, HELP can organise a call out.</p> <p>Quality</p> <p>All trades people are approved and monitored. Each call is followed up to ensure <i>you</i> are satisfied with the quality and cost of the service received.</p> <p>Guaranteed response</p> <p><i>Our</i> systems will guarantee that someone will actually arrive.</p> | <p>This section has been removed</p> |

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| | <p>How do you qualify for HELP?</p> <p>HELP is automatically provided to all Vero house, contents or private motor vehicle policyholders (but not business cars or motorcycles). HELP is also available to members of <i>your</i> immediate family who live with <i>you</i>.</p> <p>No matter which policy <i>you</i> have (of those listed above) <i>you</i> can use any of the HELP services provided.</p> <p>Service available</p> <p>HELP provides a 24-hour referral to a comprehensive nationwide network of recommended service organisations and trades people. So if <i>you</i> have got a problem with plumbing, a leaking roof, broken glass, replacement of locks or electrical faults, <i>our</i> operators can provide rapid assistance.</p> <p>Advice is also available on <i>our</i> claims procedures, including the appointment of assessors and tips on how to minimise damage.</p> <p>HELP provides free access to a service that will advise and act on all of these concerns. HELP also offers to arrange a host of other services for <i>you</i> (while <i>you</i> are in New Zealand) even when no insurance claim is involved:</p> <ol style="list-style-type: none"> 1. emergency call-out service – for problems like flat batteries or keys locked in <i>your</i> car; 2. medical referral service – if <i>you</i> are away and want the name of a recommended local doctor, out of hours; 3. replacement of personal effects following <i>loss</i> or theft away from <i>home</i>. <p>Remember, HELP is always available whether <i>you</i> are at <i>home</i> or miles away.</p> <p>HELP – a valuable addition to <i>your</i> policy from Vero.</p> | |
| <p>Additional benefits</p> <p>Property Owner’s Liability - Benefit 4</p> <p>Forest and Rural Fires Act - Benefit C</p> | <p>Forest and Rural Fires Act</p> <p>We will cover <i>you</i> for <i>your</i> legal liability under the Forest and Rural Fires Act 1977 (F&RF Act) arising out of <i>your</i> ownership of the <i>home</i> from an event that occurs in New Zealand during the <i>period of insurance</i> to pay:</p> | <p>This section has been removed</p> |

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| | <p>a. costs under section 43 of the F&RF Act incurred and apportioned by any Fire Authority; and</p> <p>b. costs and levies under sections 46 and 46A of the F&RF Act; and</p> <p>c. costs claimed by any other party in order to protect their property from fire.</p> <p>However, we will not provide cover where <i>your</i> liability arises directly or indirectly from any fire <i>you</i> lit intentionally that did not comply with the F&RF Act or any other statutory or local body requirement governing the lighting of fires.</p> | |
| <p>Additional benefits</p> <p>Property Owner's Liability - Benefit 4</p> <p>Limits on what we will pay under Property Owner's Liability</p> | <p>Limits on what we will pay under Property Owner's Liability</p> <p>In respect of any one event, we will pay:</p> <ul style="list-style-type: none"> i. for loss to someone else's property, up to \$2,000,000; ii. for bodily injury, up to \$1,000,000; and iii. for liability under the F&RF Act, up to \$1,000,000. <p><i>Our liability to you</i> under all legal liability benefits (Liability for <i>Damages</i>, Liability for <i>Reparation</i> and <i>Forest and Rural Fires Act</i>), will be limited to the applicable sub-limits, and will never exceed \$2,000,000 in total, plus legal defence costs and expenses where applicable during any <i>period of cover</i>.</p> <p>In addition, where <i>your</i> legal liability is to pay <i>damages</i>, or costs under the <i>F&RF Act</i>, we will pay <i>your</i> legal defence costs and expenses incurred with <i>our</i> prior written consent. However we will not pay <i>your</i> legal defence costs and expenses in relation to an offence or where <i>your</i> legal liability is to pay <i>reparation</i>.</p> | <p>Limits on what we will pay under Property Owner's Liability</p> <p>In respect of any one event, we will pay:</p> <ul style="list-style-type: none"> i. for loss to someone else's property, up to \$2,000,000; and ii. for bodily injury, up to \$1,000,000. <p><i>Our liability to you</i> under all legal liability benefits (Liability for <i>Damages</i> and Liability for <i>Reparation</i>), will be limited to the applicable sub-limits, and will never exceed \$2,000,000 in total, plus legal defence costs and expenses where applicable during any <i>period of cover</i>.</p> <p>In addition, where <i>your</i> legal liability is to pay <i>damages</i>, we will pay <i>your</i> legal defence costs and expenses incurred with <i>our</i> prior written consent. However we will not pay <i>your</i> legal defence costs and expenses in relation to an offence or where <i>your</i> legal liability is to pay <i>reparation</i>.</p> |
| <p>Exclusions (what <i>you</i> are not insured for)</p> | <ol style="list-style-type: none"> 1. Any Excess 2. We will not pay for: 3. Loss caused by: 4. Loss caused by: 5. Any loss: | <ol style="list-style-type: none"> 1. 72 Hour Restriction 2. Any excess 3. We will not pay for: 4. Loss caused by: 5. Loss caused by: |

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| | <p>6. Loss, destruction, damage or liability directly or indirectly cause by:</p> <p>7. Unoccupied Home:</p> <p>8. Natural Disaster Damage</p> <p>9. The Accident Compensation Act 2001</p> <p>10. Intentional or reckless acts or criminal activity</p> <p>11. Illegal drug contamination</p> | <p>6. Any loss:</p> <p>7. Loss, destruction, damage or liability directly or indirectly caused by:</p> <p>8. Unoccupied Home:</p> <p>9. Natural Disaster Damage</p> <p>10. The Accident Compensation Act 2001</p> <p>11. Intentional or reckless acts or criminal activity</p> <p>12. Illegal drug contamination</p> <p>13. Fire and Emergency Act 2017</p> |

Exclusions (what *you* are not insured for)

72 Hour Restriction
- Exclusion 1

New

72 Hour Restriction

This policy does not provide cover for any *loss* that occurs during the first 72 hours of the policy caused by storm, *flood*, landslip, bush fire or volcanic activity.

This exclusion only applies when *you* first take out the policy with *us* and does not apply where:

- a. this policy started immediately following any other policy that insured the *home* against storm, *flood*, landslip, bush fire or volcanic activity; or
- b. *you* took this policy out at the time *you* first purchased the *home*.

Exclusions (what *you* are not insured for)

Natural Disaster Damage
- Exclusion 9

Natural Disaster Damage

This policy does not provide cover for *natural disaster*, except:

- a. where there is *loss* to the *home*, and
 - i. *your loss* to the *home* is covered under the Earthquake Commission Act 1993 (the EQC Act); and
 - ii. the Earthquake Commission has accepted liability and has paid the maximum amount that it is liable for under the EQC Act for *your* claim; and
 - iii. all amounts paid to *you* by the Earthquake Commission have been used by *you* to carry out

Natural Disaster Damage

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 - i. *your loss* to the *home* is covered under the Earthquake Commission Act 1993 (the EQC Act); and
 - ii. the Earthquake Commission has accepted liability and has paid the maximum amount that it is liable for under the EQC Act for *your* claim; and
 - iii. all amounts paid to *you* by the Earthquake Commission have been used by *you* to carry out repairs, or to rebuild the

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| | <p>repairs, or to rebuild the <i>home</i>, and/ or to mitigate further <i>loss</i>;</p> <p>b. where there is <i>loss</i> to:</p> <ol style="list-style-type: none"> i. permanently installed swimming or spa pools; or ii. drains, pipes, and cables; or iii. driveways, paths, patios, fences and walls; or iv. tennis courts that are not subject to insurance under the EQC Act. <p>Where there is <i>loss</i> caused by a <i>natural disaster</i> for which <i>you</i> are covered under this policy, <i>our</i> liability will be limited to the amount that <i>we</i> would have paid under the policy if the cause of <i>loss</i> was other than <i>natural disaster</i>, less the amount that <i>you</i> have received from the Earthquake Commission, and less the additional excess of \$5,000 which applies for any payment under paragraph b. above.</p> <p>However, this policy will never provide cover for <i>loss</i> to land, or for costs associated with stabilising land, or erecting or upgrading improvements to land, which are required to avert or mitigate <i>loss</i> to the <i>home</i>, even if such <i>loss</i> or costs are covered by the Earthquake Commission.</p> | <p><i>home</i>, and/or to mitigate further <i>loss</i>;</p> <p>b. where there is <i>loss</i> to:</p> <ol style="list-style-type: none"> i. permanently installed swimming or spa pools; or ii. drains, pipes, and cables; or iii. driveways, paths, patios, fences and walls; or iv. tennis courts that are not subject to insurance under the EQC Act. <p>Where there is <i>loss</i> caused by a <i>natural disaster</i> for which <i>you</i> are covered under this policy, <i>our</i> liability will be limited to the amount that <i>we</i> would have paid under the policy if the cause of <i>loss</i> was other than <i>natural disaster</i>, less the amount that <i>you</i> have received from the Earthquake Commission, and less the additional excess of \$5,000 which applies for any payment under paragraph b. above. This policy does not provide cover for any excess imposed by the EQC Act.</p> <p>However this policy will never provide cover for <i>loss</i> to land, or for costs associated with stabilising land, or erecting or upgrading improvements to land, which are required to avert or mitigate <i>loss</i> to the <i>home</i>, even if such a <i>loss</i> or costs are covered by the Earthquake Commission.</p> |
| <p>Exclusions (what <i>you</i> are not insured for)</p> <p>Fire and Emergency Act 2017 - Exclusion 13</p> | <p>New</p> | <p>Fire and Emergency Act 2017</p> <p>This policy does not provide cover where <i>your</i> liability arises directly or indirectly from any fire <i>you</i> lit intentionally that did not comply with the Fire and Emergency Act 2017 or any other statutory or local body requirement governing the lighting of fires.</p> |
| <p>Policy Conditions</p> <p>Claims - Condition 6.d</p> | <p><i>We</i> will be entitled at <i>our</i> expense and in <i>your</i> name to take any proceedings necessary to obtain relief from any other party, and to take over and conduct the defence and settlement of any claim against <i>you</i> for <i>damages</i> or under the Forest and Rural Fires Act 1977. At <i>your</i> cost <i>you</i> must provide all reasonable assistance and co-operation.</p> | <p><i>We</i> will be entitled at <i>our</i> expense and in <i>your</i> name to take any proceedings necessary to obtain relief from any other party, and to take over and conduct the defence and settlement of any claim against <i>you</i> for <i>damages</i>. At <i>your</i> cost <i>you</i> must provide all reasonable assistance and co-operation.</p> |

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